



Q&A – Questions & Answers

SERCO of Texas, Inc. Request for Proposals (RFP)

IT Support Services

Date Posted: Thursday, November 13, 2025

Per the RFP instructions, SERCO of Texas, Inc. accepted vendor questions until the deadline listed in the RFP schedule.

Questions submitted on time are answered below.

Questions submitted after the deadline cannot be answered, per TWC procurement guidelines.

Vendors are strongly encouraged to review the full RFP document for complete requirements, technical expectations, and governing provisions.

Responses to Questions Submitted ON Monday, November 10, 2025, by 3:00 PM (CST):

1. Exact Count of Users

While SERCO has over 300 employees, only 160 users plus 80 kiosk users require IT support under this RFP. Vendors may base pricing on this range.

Please note: As stated in the RFP, all service levels and quantities are based on current funding and program needs. If funding levels change, or if program requirements are adjusted by the Board or the State, the number of units, users, or supported locations may increase or decrease during the contract term. SERCO reserves the right to make these adjustments as needed.

2. Microsoft 365 Backups (Mailboxes, SharePoint, Teams, OneDrive)

Yes. SERCO requires standard Microsoft 365 cloud backups for mailboxes, SharePoint, Teams, and OneDrive.

3. Spam Filtering

Yes. Spam filtering and email threat protection must be included.

4. Security Stack, HIPAA, MDR & Compliance Requirements

SERCO requires security controls aligned with:

- NIST cybersecurity practices
- FERPA & HIPAA (as applicable)
- Texas Workforce Commission security requirements
- State of Texas Prohibited Technologies & DIR security guidelines

Reference Link: <https://dir.texas.gov/information-security/prohibited-technologies>

Vendors may propose MDR or equivalent security tools.

5. Email Encryption / Microsoft 365 / Entra

SERCO operates in a cloud-based Microsoft 365 environment and uses Microsoft Entra for identity and access management. Encryption solutions must be compatible with Microsoft 365.

6. IT Staff

SERCO has limited internal IT staff. Proposals should be based on a **fully outsourced support model**.

7. Detailed Infrastructure Information (Switches, Routers, Access Points, Firewalls, Servers)

SERCO maintains a cloud-based environment and is actively decommissioning all remaining servers as part of its move to a fully cloud-supported model. Below is the high-level infrastructure overview:

- **Firewalls:** SERCO uses Cisco Meraki firewalls at eight (8) locations that require secure routing to the State of Texas MPLS connection for access to the state mainframe.
- **Routers:** SERCO does not use standalone routers; all routing functions are performed through Meraki firewalls.
- **Switches:** Approximately 24 Ubiquiti switches are installed across SERCO locations.
- **Access Points:** Wireless access points are deployed at all SERCO offices. A complete AP inventory will be provided only to the awarded vendor.
- **Servers:** SERCO is in the process of decommissioning its current servers 12 and transitioning to a fully cloud-based model.

8. Azure Servers

SERCO does not currently maintain Azure servers within the scope of this RFP.

9. Support Model (Onsite / Hybrid / Remote)

SERCO is open to reviewing onsite, hybrid, or fully remote support models. Vendors may propose the model that best fits their service structure and pricing.

10. Mobile Devices (iPads / iPhones)

SERCO deploys mobile devices primarily iPhones and uses Apple Business Manager. A complete inventory will be provided to the awarded vendor.

11. Advanced Email Security

Vendors may include enhanced email security (e.g., advanced threat protection) as optional line items.

12. Quarterly Phishing Simulations

Vendors may include quarterly phishing simulations as part of their package or as an optional service.

13. Quarterly Penetration Testing

Quarterly or annual penetration testing may be submitted as an optional line item.

14. Mac Computers

SERCO has very minimal use of Mac computers. The primary environment is Windows/PC-based.

15. Do You Have an Incumbent Vendor?

Yes, SERCO does currently have an IT support vendor. However, SERCO does not disclose incumbent vendor names during an active competitive procurement. All vendors should prepare proposals based solely on the requirements published in the RFP.

16. Specified Budget for This RFP

Vendors should submit competitive pricing that aligns with the RFP scope and requirements.

17. Fee Structure Completion Requirements

Yes. Vendors must complete all applicable fields in Attachment B – Proposed Fee Structure, including:

- Monthly fees
- Hourly rates
- Per-user fees (if applicable)
- Any other relevant cost categories

This ensures full transparency and consistent cost evaluation across proposals.

18. Average Number of Support Tickets

SERCO receives an average of 15 support tickets per day across all locations.

SERCO of Texas is an Equal Opportunity Employer/Program. Historically Underutilized Businesses (HUB) are encouraged to apply

